

September 14, 2000

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## **REGENTS COMPLETE STUDENT SATISFACTION SURVEY**

**BATON ROUGE --** A new student satisfaction survey released this week by the Louisiana Board of Regents for postsecondary education says students attending Louisiana's state colleges and universities are generally satisfied with their education and college services but improvements could be made.

Commissioner of Higher Education Joseph Savoie said the survey, which is Louisiana's first statewide satisfaction survey of students in four-year universities and two-year colleges, is a major step in the Board of Regents' on-going efforts to provide accountability in the state's postsecondary education system. The project resulted from Governor Foster's accountability initiatives and 1997 performance-based funding legislation initiated by state Representative and House Appropriations Committee chairman Jerry Luke LeBlanc, D-Lafayette.

"I commend the Board of Regents for taking this in-depth look at our colleges," said Governor Foster. "As a student myself, I believe it is important for higher education administrators and faculty to find out how students feel about the services and education they are receiving. This is about being accountable."

Last spring, student satisfaction surveys were conducted at all two-year, four-year and technical college campuses. In addition, this summer surveys of recent graduates and students who dropped out of college were conducted. Results from the latter two surveys will be available later this month.

The project was conducted by the well-known ACT college testing service, working with Regents' staff and local campus coordinators. Over 33,000 students and former students were surveyed. According to ACT officials, the Louisiana study is one of the most comprehensive

statewide student satisfaction research efforts in the nation.

“If we are to continue to progress, we must know where we are,” said Savoie. “This survey is another example of our efforts to improve the educational services that we provide. It is a major element in the Regents’ continuing efforts to ensure that public postsecondary education is relevant to the needs of our students and today’s job market. We want a true picture of how students feel about the education and services they are receiving at our campuses, so that we can build and expand our strengths and improve upon our weaknesses. It also will provide some campuses with best-practices models to emulate.”

The survey reports what students believe campuses are doing well and areas they believe must be addressed. “The entire point of the currently-enrolled student satisfaction survey,” Savoie added, “is to take a candid look at each campus through the eyes of our students. The results will help guide improvements in every aspect of student life. We know we have a problem in building maintenance. After almost a decade of severe budget cuts, campus facilities fell into disrepair. We are now addressing that problem.”

Survey questionnaires for students at four-year universities and two-year colleges, for example, ask students to rate their satisfaction on over 40 topics such as classroom instruction, condition of buildings, academic advising, class size, library facilities, cultural programs, food services, residential buildings and campus bookstore. The final question asks for an overall rating of the college itself.

“This is an opportunity for higher education to prove to the general public that it is serious about providing efficient and relevant educational services,” said Representative Jerry LeBlanc. “The people of Louisiana must get a good return on their investment. Since Governor Foster and the Legislature have made investing in higher education a priority, our colleges must demonstrate how well they are performing.”

Sample results of the ACT/Board of Regents Student Opinion Survey:

Areas of High Satisfaction

- Computer Services
- Library Facilities & Services
- Class Size Relative to Type of Course
- Quality of instruction in major fields
- Honors Programs (4-year institutions only)
- Student Employment Services (2-year institutions only)

Areas of Low Satisfaction

Parking Facilities & Services

Availability of Courses at Time Desired

Residence Hall Services & Programs (4-year institutions only)

Industrial Arts/Shop Facilities (2-year institutions only)

General Condition of Buildings and Grounds (4-year institutions only)

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